

## Message Text

UNCLASSIFIED

PAGE 01 NEW DE 13278 210828Z  
ACTION SCS-05

INFO OCT-01 NEA-10 ISO-00 CA-01 H-02 SS-15 DHA-05 L-03  
NSC-05 JUSE-00 SNM-02 DEAE-00 /049 W  
-----052734 210929Z /13

R 210638Z SEP 77  
FM AMEMBASSY NEW DELHI  
TO SECSTATE WASHDC 6208  
INFO AMCONSUL BOMBAY  
AMCONSUL CALCUTTA  
AMCONSUL MADRAS

UNCLAS NEW DELHI 13278

E.O. 11652: N/A  
TAGS: CASC IN  
SUBJECT: PROTECTIVE CONSULAR SERVICES

REFS: A. STATE 187731; B. NEW DELHI 13098

1. IN RESPONSE TO INSTRUCTIONS IN REFTEL A, I HAVE REVIEWED THE EXTENT OF PROTECTIVE SERVICES PROVIDED BY THIS MISSION AND HAVE DIRECTED THAT THE CONSULAR OFFICERS AND STAFF GIVE PARTICULAR AND SYMPATHETIC ATTENTION TO THE NEEDS AND FEELINGS OF AMERICAN CITIZENS IN DISTRESS OR DIFFICULTY. THEY ARE TO MAKE EVERY EFFORT TO BE OF ASSISTANCE WHERE APPROPRIATE AND POSSIBLE. I SHOULD ADD THAT I AM IMPRESSED BOTH BY THE HIGH QUALITY OF SERVICE RENDERED IN THE PAST, AND BY THE WEIGHT AND INTENSITY OF THE DEMANDS EXPERIENCED BY CONSULAR OFFICERS FROM MEMBERS OF THE AMERICAN PUBLIC.

2. IN PROTECTION WORK OUR CONSULATES RECEIVE A STEADY STREAM OF TRAVELERS WHO SUFFER THE GAMUT OF MISFORTUNES, AND IT IS SELDOM THAT AT LEAST SEVERAL AMERICAN CITIZENS ARE NOT HOSPITALIZED AND/OR IN JAIL WITHIN  
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OUR AREAS OF RESPONSIBILITY. ON OCCASION, CONSULAR OFFICERS HAVE EVEN BEEN UNABLE TO ATTEND THE TRIAL OF A CITIZEN WHEN REQUESTED BECAUSE OF THE MANY OTHER DEMANDS ON THEIR TIME. AT PRESENT, IT IS NOT POSSIBLE FOR A CONSULAR OFFICER TO BE AWAY FROM HIS OR HER OFFICE FOR ANY EXTENDED PERIOD WITHOUT STOPGAP ASSISTANCE HAVING TO BE FOUND FROM SOME OTHER SECTION OF THE MISSION. BUT

THE NEED OF CONSULAR MOBILITY IS, IN MY VIEW, CERTAIN TO INCREASE IN RESPONSE TO THE AMERICAN PUBLIC'S RISING EXPECTATION. I AM, THEREFORE, MUCH CONCERNED AT THE PROBABLE DETERIORATION IN THE QUALITY OF SERVICES NOW BEING PROVIDED UNLESS REMEDIAL STEPS CAN BE TAKEN.

3. FOR FURTHER DETAIL PLEASE REFER TO REFTTEL B, IN WHICH IT IS EXPLAINED WHY THIS MISSION, HOWEVER WELL IT MAY HAVE DISCHARGED ITS CONSULAR RESPONSIBILITIES IN THE PAST, WILL NOT BE ABLE TO MEET THE HEIGHTENING DEMANDS--IN THE AREAS OF BOTH PROTECTIVE AND VISA SERVICES--WITHOUT ADDITIONAL PERSONNEL.GOHEEN

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## Message Attributes

**Automatic Decaptioning:** X  
**Capture Date:** 01-Jan-1994 12:00:00 am  
**Channel Indicators:** n/a  
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**Review Markings:**  
Margaret P. Grafeld  
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